



Identity Theft Prevention Program Customer Care Guide

As part of the Fair and Accurate Credit Transactions Act of 2003 (the Fact Act), the Federal Trade Commission (FTC) and several other federal agencies have issued rules requiring creditors (including Municipalities) to develop, adopt, and implement written Identity Theft Programs. The City of Raleigh's program will go into effect on **May 1, 2009**.

Why is this needed?

Identity theft is a serious problem in the United States today. About 4% of U.S. adults have been victims of ID fraud and the annual cost of identity fraud for businesses was \$56.6 billion dollars in 2006. In order to combat this ever-growing problem, the City of Raleigh (along with other Municipalities across the county) is mandated to meet the FTC requirements by May 1, 2009 to establish reasonable procedures to protect the accountholder and customer information from identity theft.

The City of Raleigh has developed an Identity Theft Prevention Program designed to detect, prevent, and mitigate theft in connection with the opening or maintaining of any covered account. The program is consistent with Utility Billing's mission to demonstrate excellence in our financial services to the City organization and our customers through a commitment to continuously improving within our philosophy of "People Helping People".

What will this change mean for our utility billing customers?

To meet FTC requirements, the City of Raleigh Utility Billing Division will be making changes to enhance its operation in order to prevent identity theft and fraud for its customers and maintain a high level of security throughout the organization to ensure confidential records are kept secure. This means that our customer care representatives will be verifying and validating customer's identification for all new account and existing account transactions to ensure that we are obtaining accurate information from our customers to prevent identity theft and fraud. Please be advised that effective **May 1, 2009** the following forms of identification will be accepted via phone, email or fax:

- Social Security Card (with additional acceptable form of identification)
- Unexpired driver's license or ID card issued by North Carolina

In person:

- Social Security Card (with additional acceptable form of identification)
- Unexpired driver's license or ID card issued by North Carolina
- Unexpired driver's license or ID card issued by any other state or territory of the United States
- Taxpayer identification number (with additional acceptable form of identification)
- US or Foreign government-issued passport
- Alien identification card number
- Number and country of issuance of any other unexpired foreign government issued document evidencing nationality or residence and bearing a photograph or similar safeguard

According to the FACT Act of 2003 it will be the City of Raleigh's responsibility to continue to prevent identity theft by reporting detected fraudulent accountholders and discrepancies to law enforcement officials and credit reporting agencies. We hope that our *role* in the prevention of identity theft will make our customers feel more secure as we continue to provide top-notch customer service. If you have additional questions regarding this program please call our main number at **919-890-3245** or email us at utilitybilling@raleighnc.gov.